

11.01.070 Termination of Service.

- (1) Notwithstanding any other ordinance or regulation, except as stated in Section 11.01.070(2) below, during the "heating season" of any year, residential customers who have applied for and are having their eligibility determined, or are receiving, assistance under the "Energy Assistance Program" (I.C. 12-14-11), shall not have their utility service terminated. It shall be the responsibility of the customer to notify the Utility Business Office that application has been made to the "Energy Assistance Program". Non-residential customers shall not be subject to this "heating season" exclusion.

The Jasper Municipal Utilities reserves the right to discontinue utility service for non-payment of bills if the residential customer has not applied for or is not receiving benefits from, the "Energy Assistance Program" regardless whether during the "heating season" or not.

- (2) The utilities may terminate utility service upon request of the customer or under the following circumstances:
 - (a) If a condition dangerous or hazardous to life, physical safety, or property exists.
 - (b) Upon order of any court, the Commission, or other duly authorized authority.
 - (c) If fraudulent or unauthorized use of any utility service is detected, and the utility has reasonable grounds to believe the affected customer is responsible for such use.
 - (d) If the utilities' regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for such tampering.
- (3) In the event the customer requests a utility service be permanently removed, the customer will be charged as set forth in Section 11.01.150(7) for each service involved. Each Service permanently disconnected shall also have the meter removed and, where appropriate, service lines abandoned and disconnected at the main. Should the customer, at a later date, request re-installation of said utility service, the customer will be required to reapply for a permit and pay all appropriate fees and expenses as though it were a totally new service.
- (4) In the event the customer requests a utility service relocated, either temporarily or permanently, the customer will be charged as set forth in Section 11.01.150(8).

- (5) Owners or Managers of Rental Property shall complete, and the Utility Business Office shall maintain in file, a "Rental Property Owner Questionnaire" in which the rental property owner or manager shall elect to either a) leave all utilities connected, but to have payment responsibility transferred to the property owner during unit or property vacancies or b) have all utilities temporarily shut-off during unit or property vacancies and to be subject to the Temporary Discount/Reconnect Charge as set forth in Section 11.01.150(3). (Ord. 2003-17, S7, May 21, 2003) (Ord. 1998-9, S7, 1998; Ord. 1996-19, S7, 1996; Ord. 1991-39 S2, 1991; Ord. 1169 S2, 1984)

11.01.080 Termination of Service - Notice.

- (1) Utility service being provided to an occupied "dwelling", or other occupied facility, may not be terminated because of the failure of the customer to pay their utility bill until fourteen (14) days after the utility serves notice upon the customer of its intent to terminate said service. Said notice shall be in the form of a past due notice.
- (2) The past due notice must, in separate numbered paragraphs:
 - (a) Indicate the date on which service will be terminated;
 - (b) State the reason and factual basis for termination of service;
 - (c) List the telephone number of the Utility Office that customers may call during business hours in order to question the proposed termination of service or to seek information concerning their rights; and
 - (d) State that customers may refer to the pamphlet furnished to them under 170 IAC 4-1-18 for information as to their rights.
- (3) Service of a past due notice under this section must be made by:
 - (a) First Class mail addressed to the customer at the address listed for the customer in the records of the utilities; or
 - (b) Personal delivery posted in a conspicuous location at the service address.
- (4) No notice may be served before the date on which the customer's account becomes delinquent. (Ord. 2003-17, S8, May 21, 2003; (Ord. 1998-9, S8, 1998; Ord. 1996-19, S8, 1996; Ord. 1991-39 S2, 1991; Ord. 1169 S2, 1984)